

Dear Mr. Walsh,

I am writing to thank you and your firm ACME Panel for your work on my green project here in Radford, VA. ACME provided design services and the panels for my project, and its sister firm Taylor Hollow Construction provided construction services. Together, these companies were able to meet the unusual requirements and constraints of my project while working closely with me, the owner, to ensure that my goals were met.

I was especially pleased with ACME's in-house design services. This was the second major phase of a multi-phase project, and as such, it required coordinating with the work of another firm and another type of structural system for the ground floor of my building. ACME's engineers visited the project site, evaluated the possible options, and were able to come up with a design that met all my performance, functional, and aesthetic goals. They were able to translate my aspirations for the project into a workable design that would fit within my budget. This required considerable change to the original concept, but the outcome is a building with which I'm extremely pleased.

Although I am not a practicing industry professional, as a professor of Building Construction at Virginia Tech, I am familiar with state of the art in the construction industry. I brought my own set of research-based expectations to the project, and I pushed hard for ACME to stretch its boundaries and try new things on my project. The team at ACME worked seamlessly with me to help ground my expectations in reality while showing the utmost respect for the goals I was trying to achieve. Your employees provided multiple tours of your manufacturing facility both to my family and my students, and you were happy to explain what you were doing at any point in time on the site itself. Your openness and receptivity to consider unusual ideas was one of the reasons I chose ACME panels over several other options, and I have been nothing but pleased with the result.

In closing, I thank you for your pivotal role in helping to complete my green building with an innovative building system that will ensure its performance and energy efficiency for years to come. As a resident of the City of Radford in which your factory is located, I also thank you for investing in my community and contributing to local economic development. I would not hesitate to recommend either ACME Panel or its sister firm Taylor Hollow Construction for other projects, given your stellar performance on my challenging residential project. Please don't hesitate to contact me or to refer potential clients to me in the future if I can be of assistance.

Thank you,
Annie Pearce

Dr. Annie Pearce, LEED AP, CPD
Associate Professor and Graduate Chair
Sustainable Facilities & Infrastructure Lab
Department of Building Construction
Myers-Lawson School of Construction
Virginia Tech
Blacksburg, VA 24061-0156